



Volkswagen

Warranty Information

Warranty Parts Return Center Communication

Number: VWR-17-02

Subject: Battery Request Process for Lead Acid Batteries

Date: Nov. 15, 2017

This document conveys
Volkswagen Warranty Parts
Return Center information.

In support of continuing quality improvement efforts, the Warranty Parts Return Center (WPRC) will at times make Hazardous Material part requests for certain vehicle batteries. Since batteries arrive to Dealers through the drop ship program without packaging, the WPRC has created battery shipping kits for Dealers to use when batteries are requested for return to the WPRC.

To ensure that the proper batteries are returned, the WPRC will request photographs of the batteries prior to shipping battery kits. These photographs will help determine if the batteries meet the analysis criteria or if alternate part disposition instructions can be provided for the part.

Battery Request Process Flow

1. Batteries will continue to be requested in the Warranty Parts Portal (WPP) and Dealers must continue to check the Requested tab for any new battery requests.
2. Dealers should request a Battery Kit through the WPP email function.
 - a. Open the battery Request and Click on the Email Icon – **Figure 1**
 - b. Use reason code- 8 Battery Photo & Shipping Kit – **Figure 2**
 - c. Provide the contact information for the HAZMAT Certified Parts Shipper who should receive the Battery Kit. **Figure 3**
 - d. Attach a photograph of the warranty battery by clicking Attachment Browse button – **Figure 4**
 - i. Photograph of the complete top view of the battery - **Figure 5**
 - ii. The part manufacturer name, DIN rating and negative terminal should all be clearly seen in the photograph
3. WPRC will review the photograph with the engineer and one of the following will occur:
 - a. A battery shipping kit will be provided if the battery is needed for analysis
 - b. If the battery is not needed for analysis the part return request will be removed from the WPP and the dealer will be instructed to return the battery for core.
 - c. If the battery picture is not correct for the vehicle in the warranty claim, the Dealer will be informed and the claim will be debited.



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Figure 1 – Email Icon within Request

Part Details					
Part Tracking					
Sr.No.	Line #	Part No.	Description	Quantity	Core Type
1	1	000915105DEDSP	BATTERY	1	N

Figure 2 – Select Reason Code – 8 Battery Photo & Shipping Kit

Reason:

Comments:

Attachment:

Figure 3 – Comment with HAZMAT Shipper Information

Reason:

Comments:

Attachment:

Figure 4 – Attach Picture

Reason:

Comments:

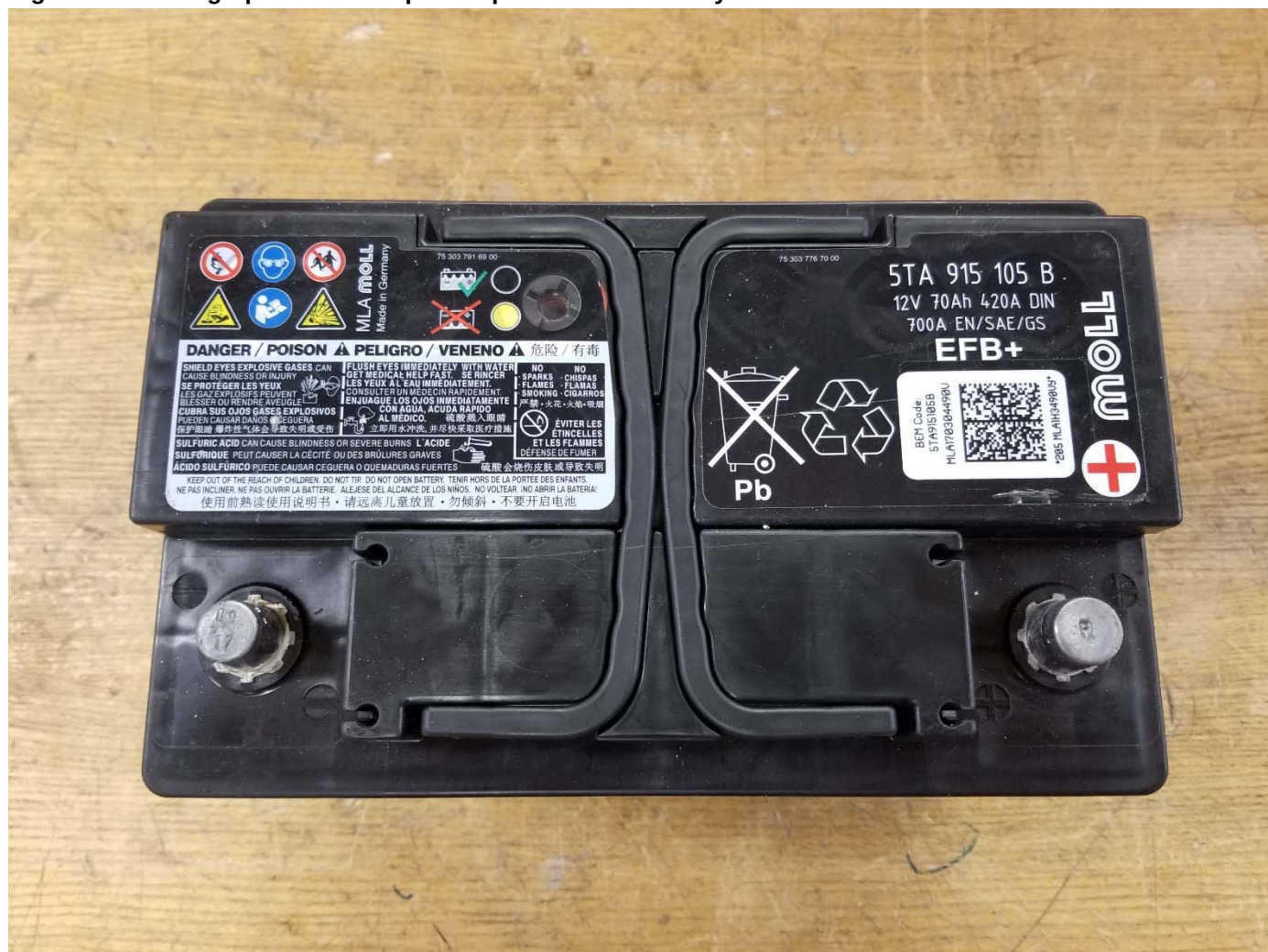
Attachment:



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Figure 5 – Photograph of the complete top view of the battery



Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.